



# IATA Updates at ULD CARE Annual Conference

Los Angeles, USA, 31 August 2016

# Overview

- **ISAGO**
- **IGOM**
- **ICHC**
- **ULDB/ ULDR**
- **GDDDB/ STEADES**
- **ULD Safety Campaign**
- **AIR INDIA ULD Safety Awareness Week**
- **IATA ULD Training**
- **Panel Discussion**



# IATA Safety Audit for Ground Operations (ISAGO)



# Program update

3 9 2

TOTAL ISAGO REGISTRATIONS

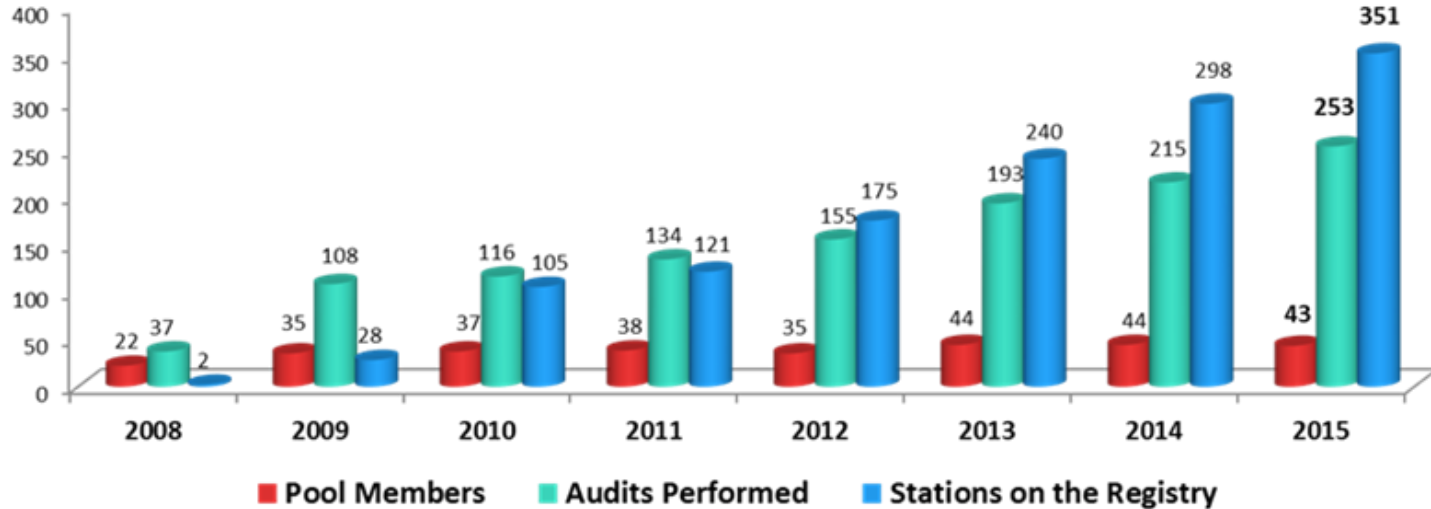
2 0 3

GROUND SERVICE PROVIDERS

2 6 4

AIRPORTS WORLDWIDE

As of August,  
2016



# ISAGO Standards Manual 6<sup>th</sup> Edition Update

- ❑ GOSM 6<sup>th</sup> Edition to be issued in December, valid as of March 2017
- ❑ Ongoing content alignment between AHM, IGOM and GOSM and other relevant industry practices
- ❑ Mandatory observation checklists to be issued in 2016 for all ISAGO disciplines
- ❑ Ongoing update/upgrade of SMS GOSARPs



# ISAGO Standards Manual 6<sup>th</sup> Edition Update

- ❑ Enhanced Cargo
- ❑ Centralized Load Control
- ❑ Catering
- ❑ Drinking Water and De-Icing



# ISAGO new operational audit model

- ❑ Current program unsustainable
- ❑ New model commences September 2017 for 2018 audit schedule
- ❑ Current program will continue until end 2017
- ❑ Improvements to regain objectives and benefits
  - Safety and cost benefits
  - High quality audits
  - Reduction in redundant airline audits



# New model - Main differences

- ❑ IATA contracting Lead Auditing Entities to administer audit allocations
- ❑ Audit teams formed by auditors trained and qualified by IATA
- ❑ Top down auditing mechanism
- ❑ Cost sharing
- ❑ Airline commitment





# ISAGO value

- ❑ Global oversight of ground handling services
- ❑ Global standardization and harmonization of ground operations
- ❑ Validation of GSP management system
- ❑ Validated SMS implementation
- ❑ Cost reduction (audits, man power)
- ❑ Safety performance/cost benefits (ground damage/delays)
- ❑ Self-regulating environment



# ISAGO – shaping regulatory network

- ❑ ICAO Assembly – ISAGO Information Paper
- ❑ ICAO Ground Handling Task Force – working on ICAO Guidance Material to support the use and implementation of existing industry standards and best practices



# IATA Airport Handling Manual (AHM)



# AHM Updates

- ❑ AHM 931 (Functional Specification for Lower Deck Container/Pallet Loader)

The option is added as requested by ULDB:

*Additional rails up to a height of 1 m (39 in) to the sides of the main platform to prevent empty ULDs being blown off during operation*

- ❑ New Chapter 11

including ULDR Table 1.6.A ‘Minimum Training Contents (ULD Operations)’, so AHM 428 (ULD Operations Training and Qualification) will be removed

- ❑ AHM 42x series – request ULDB to review
- ❑ AHM ULD messages – request ULDB to review



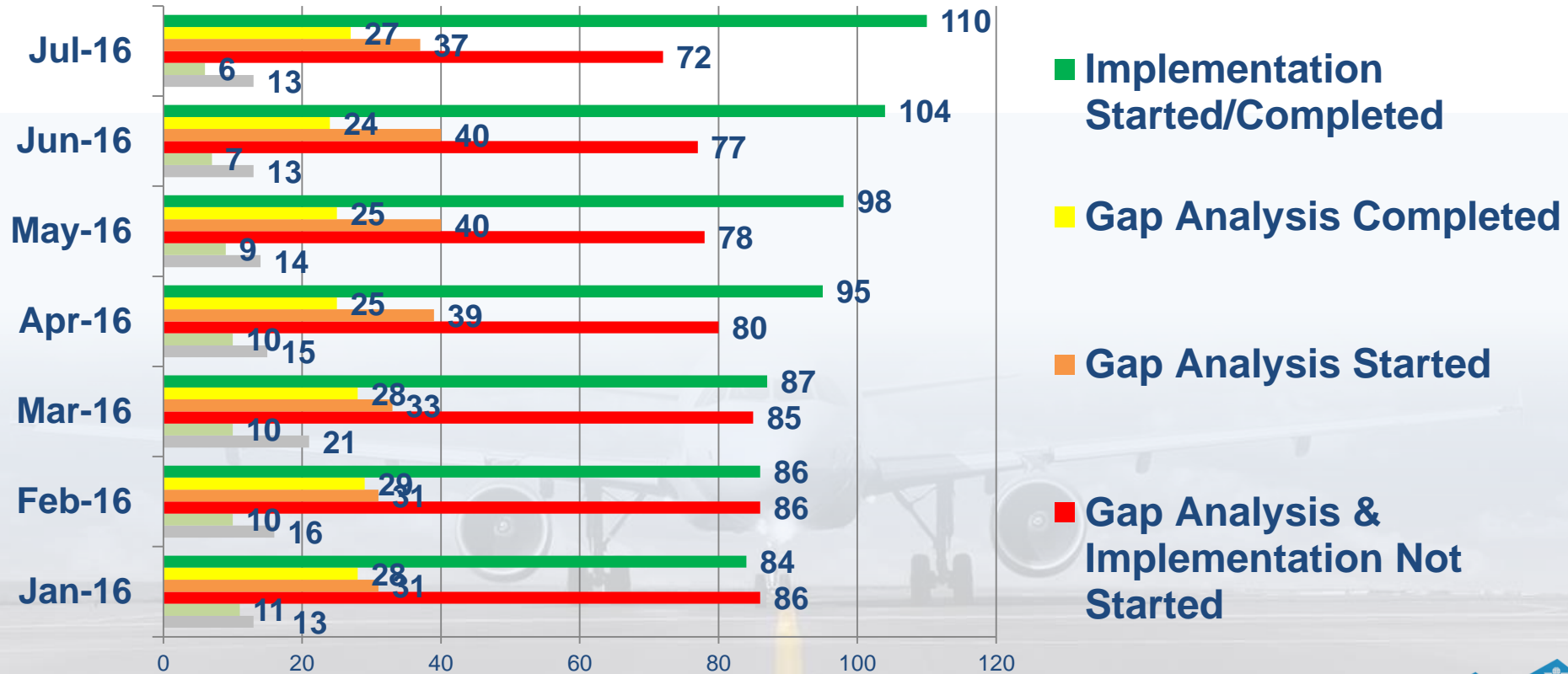
# IATA Ground Operations Manual (IGOM)





# IGOM Implementation

# IGOM Adoption 2016

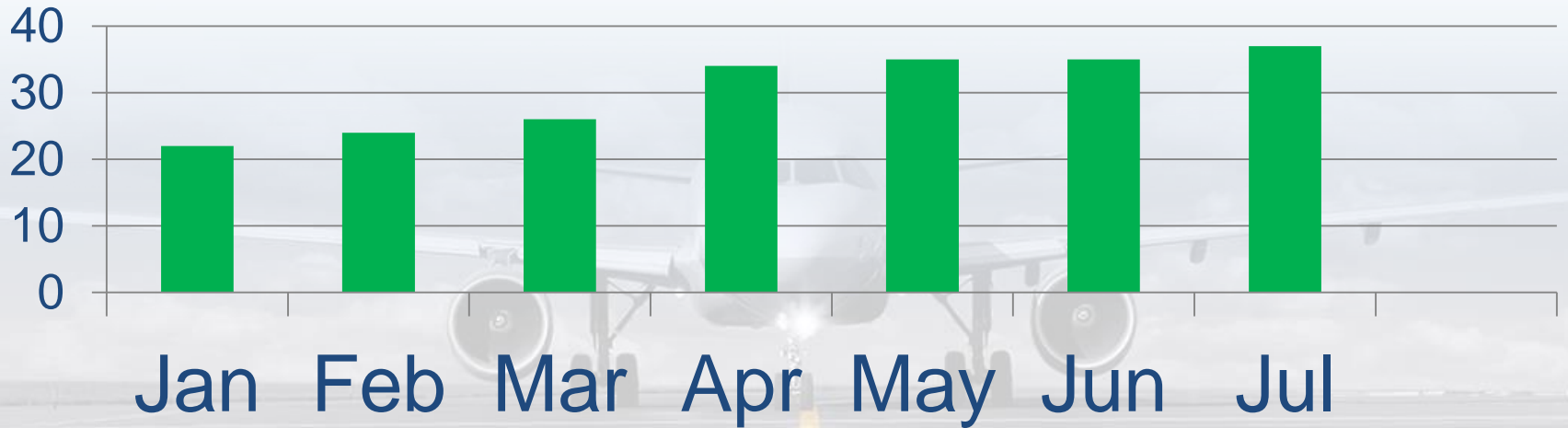


# IGOM By Regions – July 2016

Region	Implementation Started or Completed		Gap Analysis Completed		Gap Analysis Started		Gap Analysis & Implementation Not Started		To be Validated		No Info		Members
	#	%	#	%	#	%	#	%	#	%	#	%	
AME	23	46.9%	1	2.0%	9	18.4%	16	32.7%	0	0.0%	0	0.0%	49
ASPAC	10	30.3%	7	21.2%	8	24.2%	5	15.2%	0	0.0%	3	9.1%	33
EUR & RU/CIS	44	44.0%	14	14.0%	8	8.0%	26	26.0%	5	5.0%	3	3.0%	100
MENA & AFI	28	50.0%	2	3.6%	9	16.1%	13	23.2%	1	1.8%	3	5.4%	56
NAS	5	18.5%	3	11.1%	3	11.1%	12	44.4%	0	0.0%	4	14.8%	27
<b>Total:</b>	<b>110</b>	<b>43.5%</b>	<b>27</b>	<b>10.7%</b>	<b>37</b>	<b>14.6%</b>	<b>72</b>	<b>28.5%</b>	<b>6</b>	<b>2.4%</b>	<b>13</b>	<b>5.1%</b>	<b>265</b>



# IGOM Registry Growth



# IGOM GSP Implementation



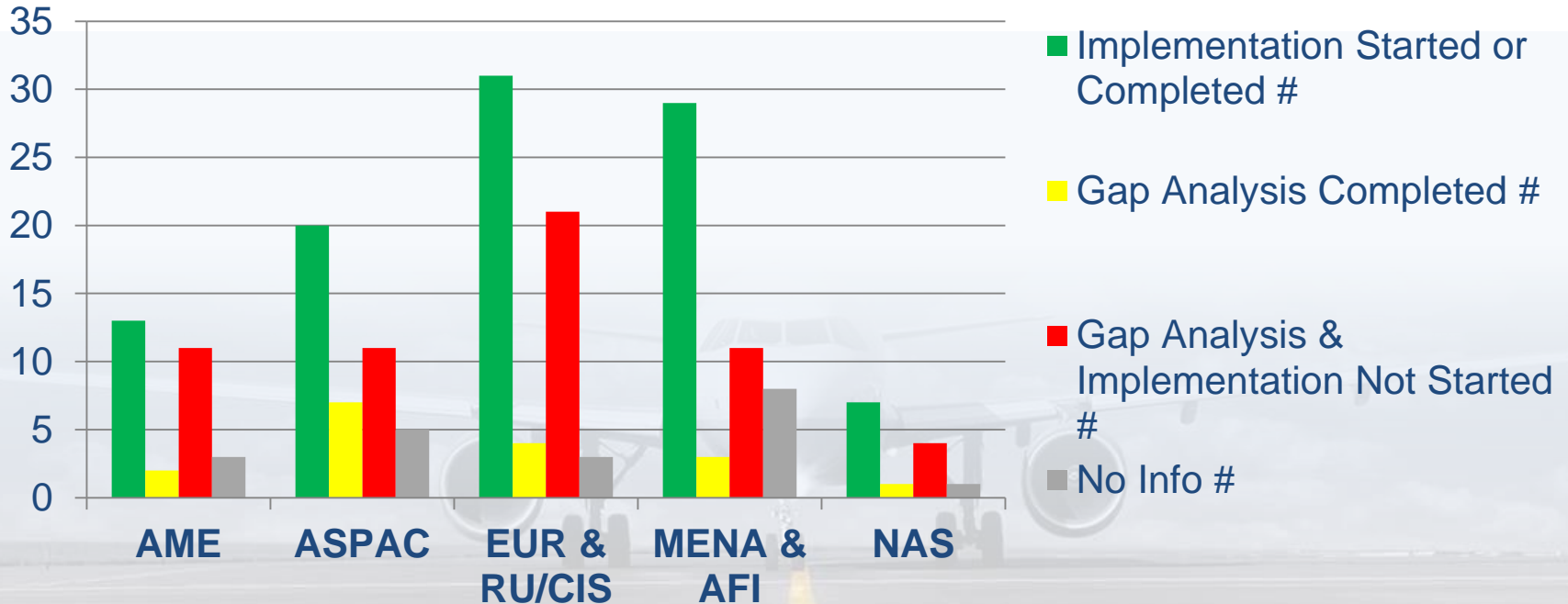
# IGOM GSP Status as Declared

- ❑ 100 GSPs have either begun or completed IGOM implementation
- ❑ 17 GSPs have completed the gap analysis only
- ❑ 58 GSPs have no actioned planned
- ❑ 20 GSPs have not responded
- ❑ Information from IGHC Questionnaire on IGOM

# IGOM Implementation GSPs by Region

Region	Implementation Started or Completed	Gap Analysis Completed	Gap Analysis & Implementation Not Started	No Info	Members
GSPs	#	#	#	#	
AME	13	2	11	3	29
ASPAC	20	7	11	5	43
EUR & RU/CIS	31	4	21	3	59
MENA & AFI	29	3	11	8	51
NAS	7	1	4	1	13
Total:	100	17	58	20	195

# IGOM GSP Regional Status

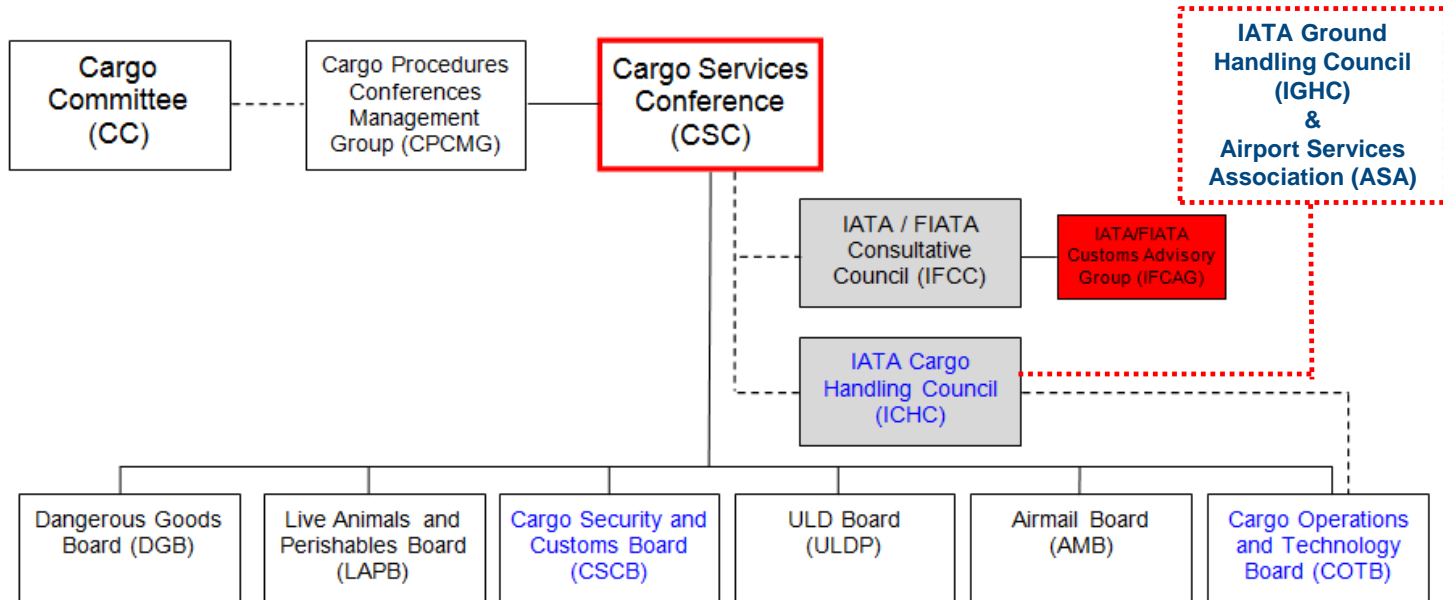


# IATA Cargo Handling Council (ICHC)

*former Cargo Operations Advisory Group (COAG)*



## 16 members (8 Cargo Handlers and 8 Airlines) under Cargo Service Conference (CSC)



*The ICHC will be consulted and will liaise on all cargo handling standards developed by CSC sub-groups.*

# ICHC - Activities

- **Service Level Agreement**
  - The new Cargo Recommended SLA
- **FCM now Smart Facility**
  - Excellence in Air Cargo Handling
- **Cargo Handling Manual**
  - Standardization is the key





## ICHC - Activities

### **Cargo Recommended Service Level Agreement (SLA)**

- Due to very large variations in the type and length of SLAs resulting in inefficient application of the SLAs and in many cases non-measurement, defeating the purpose, the ICHC members proposed changes to improve the customer experience (freight forwarder/ shipper rather than the customer airline referred to in the SGHA).
- There are many stakeholders involved in the modern SLA including product and service owners, functional specification owners, messaging requirements and more.

# ICHC - Activities

## **Cargo Recommended Service Level Agreement (SLA)**

- The new cargo recommended SLA provides transparency and consistency in the air cargo supply chain.
- After a very close work with the Airport and Ground Service Agreement (AGSA) members, the new cargo recommended SLA was endorsed by the IATA Ground Handling Council (IGHC) in May 2016 for publication in AHM803 (37<sup>th</sup> Edition – 2017).

# ICHC - Activities

## Facility Capabilities Matrix (FCM) now Smart Facility

- Cargo handling is a critically important component of the air cargo supply chain and is performed at **thousands of airports** all over the world by **hundreds of handlers**. This creates a high potential risk for deviations in quality and consistency of handling.



# ICHC - Activities

## Facility Capabilities Matrix (FCM) now Smart Facility

- Possible critical non-compliance areas were identified (safety, security, service levels, Special Cargo (Pharma, AVI, PER, Express), ULDs, Messaging, Mail, etc.) and to this effect, the ICHC members created a checklist which allows cargo handlers to self-assess, validate and increase the current capabilities of their cargo handling facilities against existing standards.

...sometimes you know it's safety.....



# ICHC - Activities

## Smart Facility – Excellence in Air Cargo Handling

- “[cargo terminal] Operators (ground handlers, airlines and others) have the ability to self-assess their cargo handling facilities and to be independently audited on their capabilities against existing standards and improve the quality of their services through the adoption of known best practices. Customers and partners can select the right cargo handling facilities, according to their needs and expectations as they have visibility on capabilities and level of services.”

# ICHC - Activities

## Smart Facility

- 12 self-assessments performed by the ICHC members to fine-tune the check-list.
- Review of the check-list by all CSC sub-groups to verify the list of operational (cargo) capabilities and address the gaps.  
(ULDB, DGB, LAPB, COTB, CBMB, CSTF, CXMLTF, AMB)
- The checklist is currently available for download on the IATA cargo-operations webpage  
([Smart Facility Checklist download](#))



## ICHC - Activities

### Smart Facility

➤ The next step is to look into how the information provided is verified. ICHC is currently investigating various models for verification.

Customers (Airlines, Freight Forwarders, Shippers, Airports) will gain full transparency and consistency throughout the supply chain. Benefits include:

- retain modal competitiveness and avoid shift
- avoid lack of understanding of effectiveness of the offering
- avoid lack of adherence to standards and avoid wide variance on service requests
- have confidence in compliance with safety and security regulations
- reduce audit requirements over time through mutual recognition
- allow matching of customer needs to services performed
- benchmark against defined industry standards
- identify gaps in own processes/facilities
- reduce accidents/incidents

# ICHC - Activities

## **IATA Cargo Handling Manual (CHM)**

- Cargo Content is spread across multiple publications in various formats:
- Regulatory standards (LAR, PCR, DGR, ULDR)
  - Resolutions or recommended practices (CSCRM)
  - Interpreted from source content and re-written/duplicated into policy items (AHM)
  - Interpreted from existing standards and re-written/duplicated into work instructions (IGOM)
  - Duplicated and re-written into “Rules” (TACT), or
  - Available only online (eFreight Operating Procedures)

# ICHC - Activities

## **IATA Cargo Handling Manual (CHM)**

- Initially the IATA Ground Operations Manual (IGOM) was thought to be the best place to address this. However, IGOM's current scope is limited to work instructions and by design, those which are safety related, auditable under ISAGO.
- A Gap Analysis determined that 64 cargo topics were missing in the IGOM (out of 85) and some 75% of a cargo operation manual couldn't get into IGOM under the current scope.
- The approach endorsed by the IATA Cargo Committee at WCS 2015 (Shanghai) suggested that Cargo would develop a cargo handling manual, identifying the content that belongs in IGOM and AHM and aligning it to ISAGO as well.

# ICHC - Activities

## IATA Cargo Handling Manual (CHM)

### Goals:

- To align all cargo handling procedures with current practices
- Under CSC governance structure for faster adoption of new standards
- Align to members' operations manual structure (normally cargo handling is separate from other ground ops)
- Include content not permitted in IGOM scope currently found in airline handling manuals (e.g. processes, recommended SLA, Facility Matrix, etc.).

# ICHC - Activities

## **IATA Cargo Handling Manual (CHM)**

- ICHC members collaborated and merged their own Cargo Handling Manuals and aligned the working instructions with the IATA Master Operating Plan (MOP), the industry-endorsed standard description of the end-to-end process of transporting cargo by air
- After being reviewed by all CSC sub-groups (ULDB, DGB, LAPB, COTB, CBMB, CSTF, CXMLTF, AMB), the manual is being finalized for its 1<sup>st</sup> Edition in March 2017 at the 11<sup>th</sup> WCS to be held in Abu Dhabi
- The ICHC is developing a recommended practice to help Airlines to adopt and implement the IATA Cargo Handling Manual and smoothly separate from their own airline cargo manuals, with the possibility to file variations.

# IATA ULD Board & ULD Regulations (ULDB/ ULDR)



# ULDB Membership

No.	ULDB Members	Terms of Office			
1	Alexander Bayer (LH)	2016	2017	2018	2019
2	David Dubois (CV)	2016	2017	2018	2019
3	Frits Roukens (KL)	2016	2017	2018	2019
4	Manoj Menon (EK)	2016	2017	2018	
5	David M Lee (FX)	2016	2017	2018	
6	Edwin Greer (UA)	2016	2017	2018	
7	Blair DuBois (5Y)	2016	2017		
8	<b>Vacant</b>	<b>2016</b>	<b>2017</b>		
9	Jimmy Gaylor (DL)	2016	2017		
10	Urs Wiesendanger (AC) <b>CHAIR</b>	2016			
11	Mohamed Rashed Othman Thoraya (MS)	2016			
12	Randolph Chappell (5X) <b>VICE CHAIR</b>	2016			



# Major Changes to ULDR 5<sup>th</sup> Edition

- ❑ Agriculture and Sanitary requirements
- ❑ Clarification on training requirements
- ❑ Clarification on use of military pallets
- ❑ Clarification on requirement for strap hook retainer
- ❑ Additional guidance on cargo stacking and shift prevention
- ❑ Additional guidance on container stacking
- ❑ New Operating Specification for Thermal/ Temperature Controlled Containers Operation





# ULDB/44

## Agenda Outline - ULDB/44

Agenda Item	Title	Page			
				<b>Section C – Policy</b>	
	<b>Section A – Administrative Items</b>				
A/01	Opening of the Meeting	No doc	C/01	<a href="#">Clarification on ULD Serviceability and Airworthiness Inspection</a>	23
A/02	<a href="#">Legal Context</a>	5	C/02	<a href="#">Principle of OS 6/07 (Restraint Straps Utilization and Tie-Down Calculations on a Pallet)</a>	27
A/03	<a href="#">Approval of Minutes of ULDB/42 and ULDB/43</a>	7	C/03	<a href="#">Evaluation of the Impact on Phasing Out Code Letter 'N' on ULD Type Code Position 3</a>	30
A/04	<a href="#">ULD Board (ULDB) Membership Update</a>	8	C/04	<a href="#">OS 6/01 &amp; 6/07 Harmonization with Boeing WBMS</a>	32
A/05	<a href="#">Proposed Terms of Reference for ULD Technical Advisory Group (ULDTAG)</a>	9	C/05	<a href="#">Review of IATA ULD Management Scorecard</a>	34
A/06	<a href="#">Proposed Terms of Reference for ULD Operational Advisory Group (ULDOAG)</a>	10	C/06	<a href="#">IATA ULD Safety Campaign</a>	35
A/07	<a href="#">Dates and Locations for the ULD Related Meetings in 2016/2017/2018</a>	11	C/07	<a href="#">ULD Transformation Vision 2025 – Smart ULD</a>	36
A/08	<a href="#">Any other Business</a>	12			
	<b>Section B – Coordination &amp; Liaison</b>			<b>Section D – Proposed Amendments to ULD related Standards</b>	
B/01	<a href="#">IATA Cargo Handling Council (IHC) Updates</a>	14	D/01	<a href="#">ULDR OS 6/03 – Pallet Accessories Operation – Pallet Couplers</a>	38
B/02	<a href="#">IATA Ground Operations Updates</a>	15	D/02	<a href="#">Potential Enhancements to ULDR 6<sup>th</sup> Edition (2018)</a>	45
B/03	<a href="#">IATA ULD Publications, Training, and Strategic Partnership Program (SPP) Updates</a>	16	D/03	<a href="#">Proposed Amendment to CSC Resolution 680 – General Rules for the Use of Unit Load Devices</a>	46
B/04	<a href="#">ULD CARE Updates</a>	17	D/04	<a href="#">Proposed Amendment to CSC Resolution 683 – Registration of Unit Load Devices Contour Code Portion of the ULD Type Code</a>	47
B/05	<a href="#">ISO and SAE Updates</a>	18	D/05	<a href="#">Proposed Amendment to CSC Recommended Practice 1681 – ULD Regulations</a>	48
B/06	<a href="#">Regulatory Updates</a>	19	D/06	<a href="#">Proposed Amendment to AHM 428 – ULD Operations Training and Qualification</a>	49
B/07	<a href="#">ICAO Engagement</a>	20	D/07	<a href="#">Proposed Amendment to CTC Resolution 523 – Standard Aircraft ULDs</a>	50
			D/08	<a href="#">Updates on Electronic ULD Control Receipt (e-UCR)</a>	53



# Ground Damage Database (GDDB) ULD Update



## ULD definition in GDDDB

- ULDs for the purpose of GDDDB are treated as equipment causing damage.
- It is the ULD **handling** and **buildup** that causes the damage to the aircraft.



# GDDDB Analysis: ULD

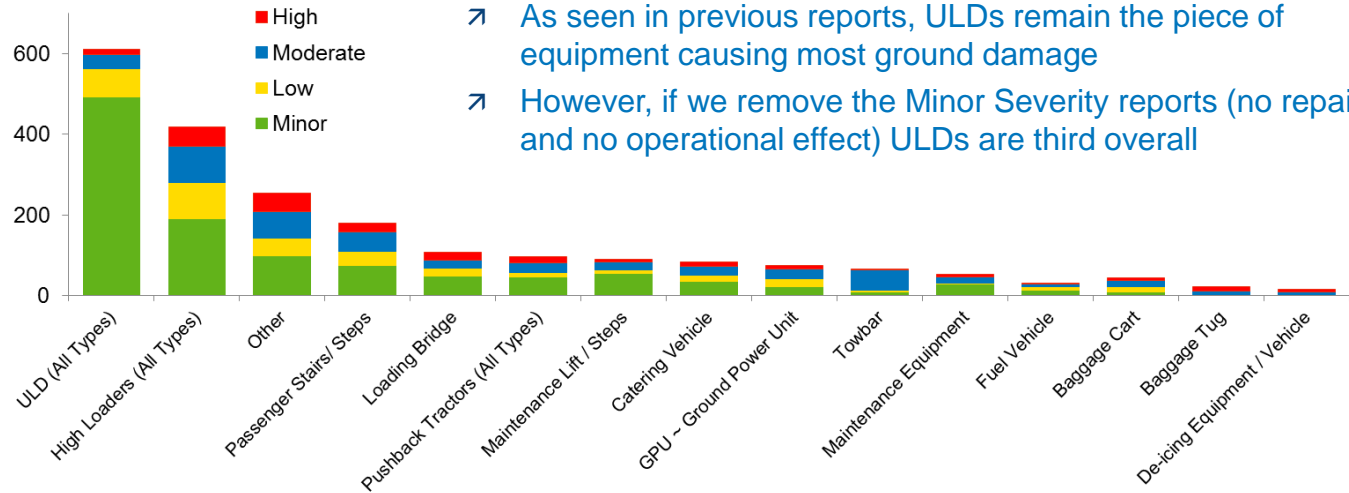
	GDDB Dataset (Q1 2015 to Q1 2016)
<b>Number of reports in database</b>	5059
<b>Damage Rate</b>	6.96/10,000 flights 1 report /1,436 flights
<b>Number of ULD reports</b>	588
<b>Rate of ULD reports</b>	0.81/10,000 Flights 1 report / 12,358 flights

# GDDDB Analysis: Damage Caused by Equipment



Equipment

## Top 15 Involved Equipment

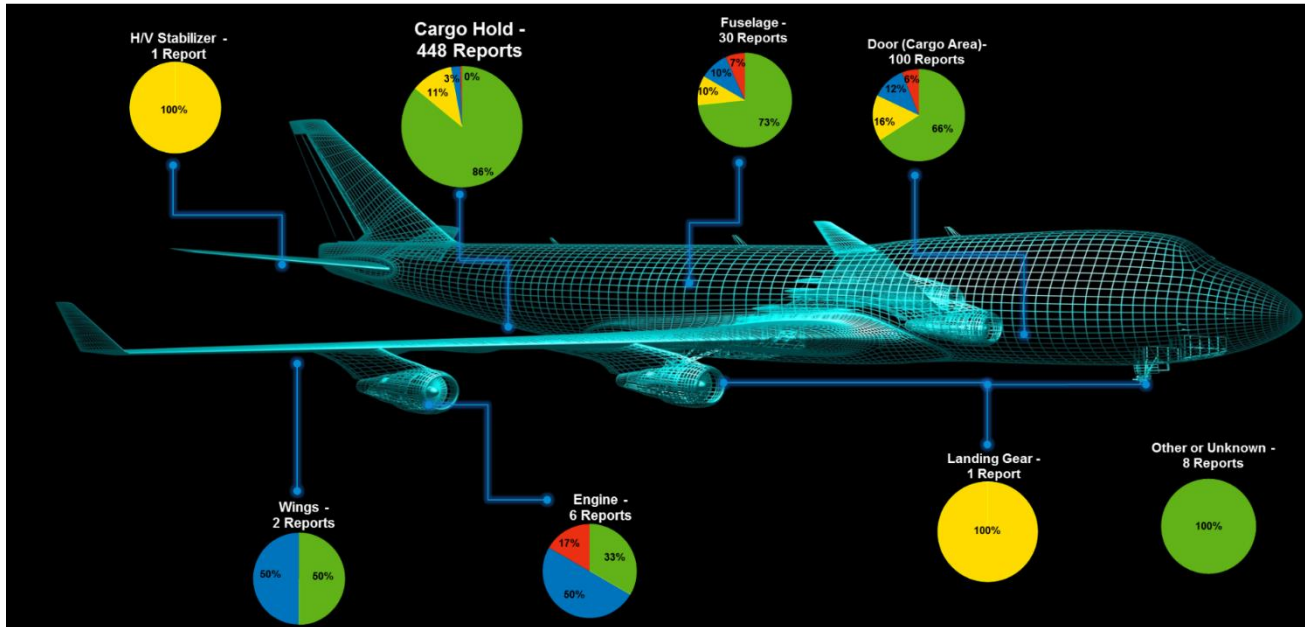


# Equipment caused damage

## ULD Damage – Area of Damage by Severity



Equipment

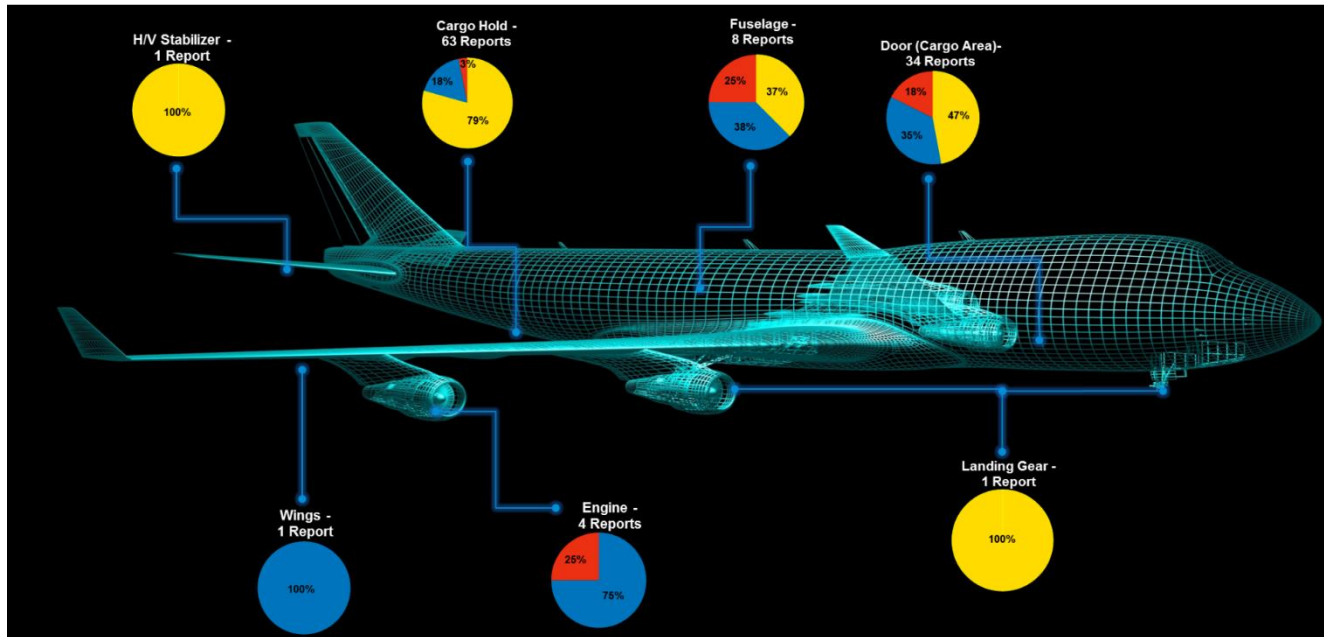


# Equipment caused damage



Equipment

## ULD Damage – Area of Damage *excluding minor severity*



# Equipment caused damage

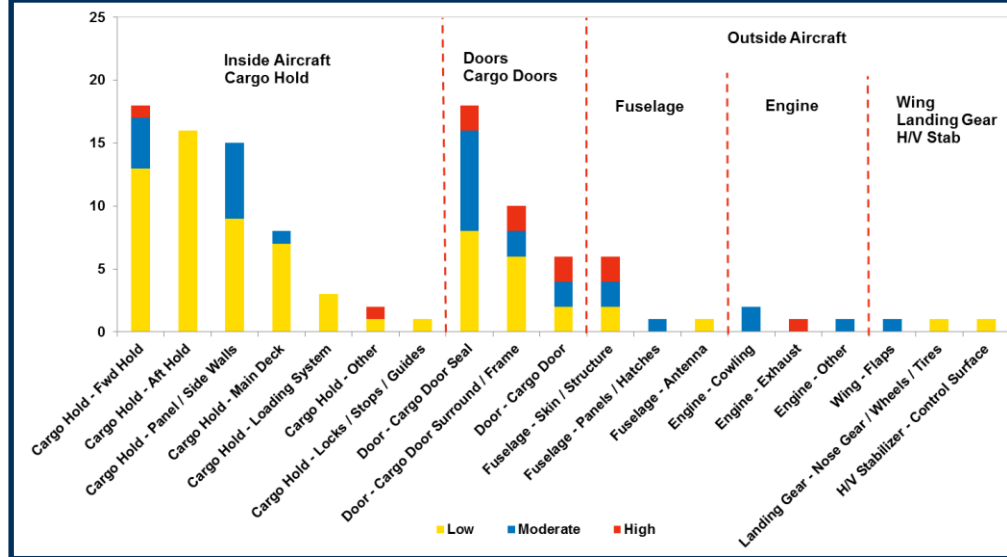


Equipment

## ULD Damage – Location of Damage *excluding minor severity*

- 56% (63) of damage caused by ULDs excluding minor severity was occurred on Inside Aircraft (Cargo Hold), 31% (34) on Cargo Doors and 13% (15) on Outside Aircraft (Fuselage, Engine, Wings, Landing Gear and H/V Stab.).
- ‘Cargo Hold’ remained the top area of damage with mainly low severity, only 21% (13) of reports were ‘Moderate’ severity or above.

### Location of ULD damage





# Equipment caused damage

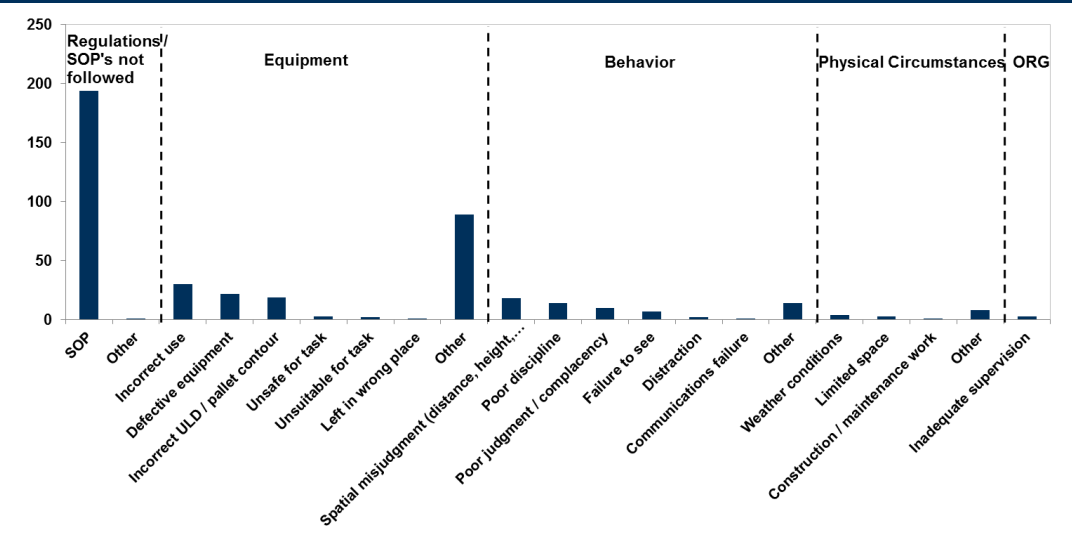
## ULD Damage – Causal Factors



Equipment

- 446 causal factors were identified in the damage reports caused by ULD
- The top were 'SOP' and 'Equipment'

### High Level Causal Factors of ULD damage



# Safety Trend Evaluation, Analysis & Data Exchange System (STEADES)





# STEADES Analysis

## Aircraft Loading

Distribution limited to STEADES members

Sep 2015

# Aircraft Loading Iceberg

Accidents ...

2

Fine Air Flt 101  
National Flt 102

Serious Incidents... ~ 1 per week

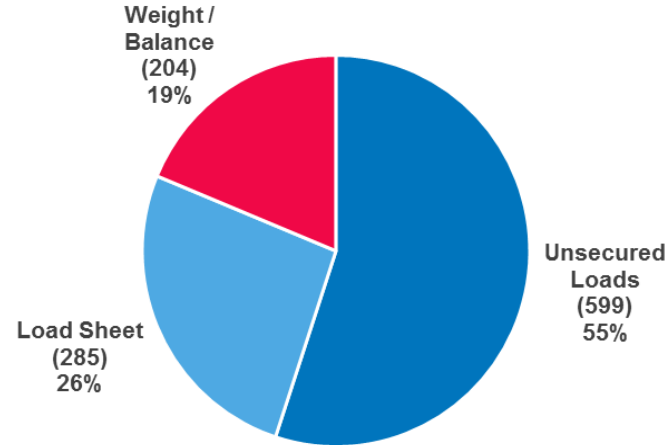
Aircraft Tip  
Aircraft Tail Scrape  
Load shifts  
Significant Loadsheet Error

Daily Operations... ~ 16 per day

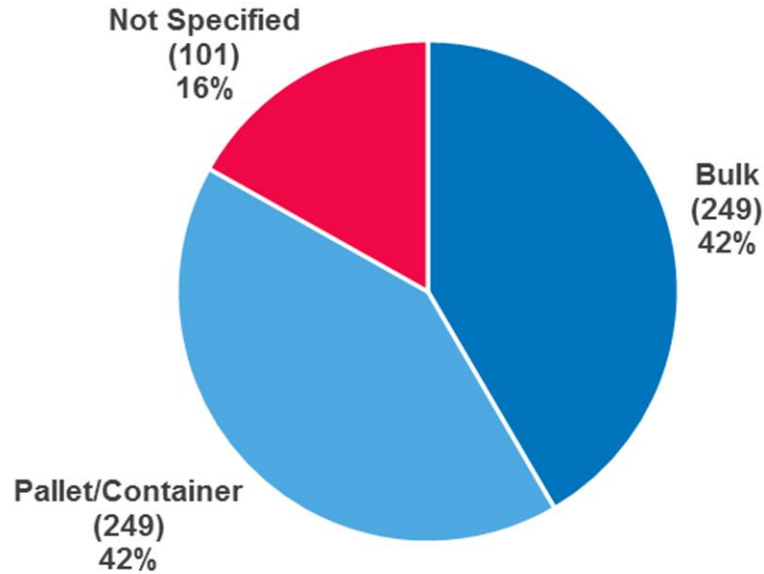
Locks Not Raised  
Nets Not Secure  
Incorrect Loading Position  
Incorrect Weights of Cargo / baggage  
ULDs badly built  
Load sheet errors

## So what goes wrong?

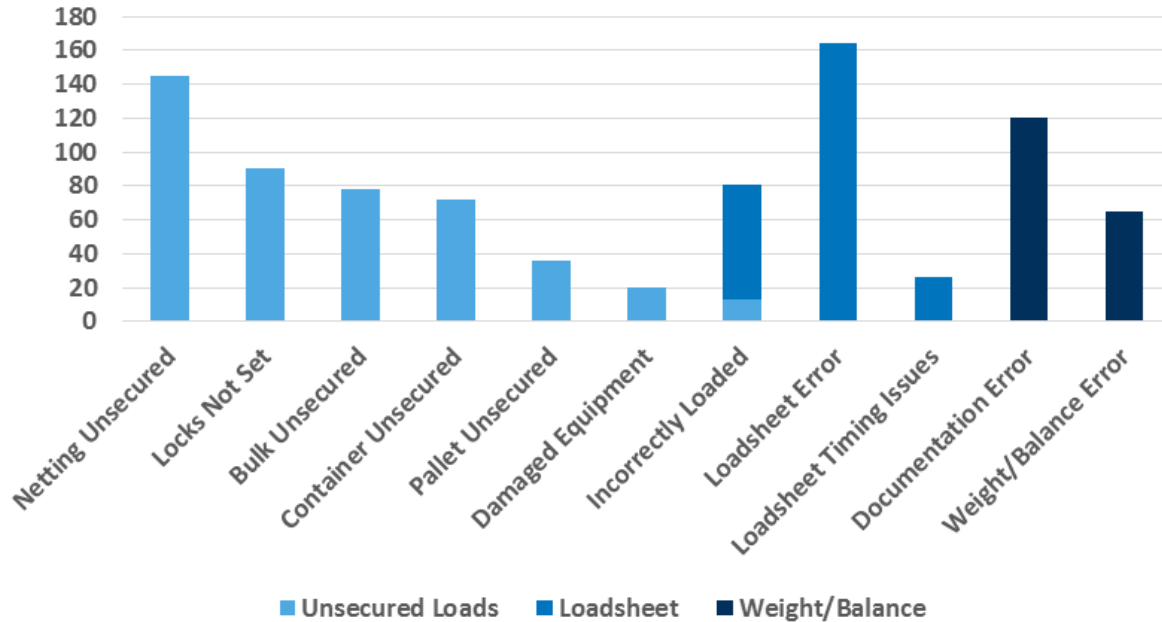
- A random data sample of 1088 reports was taken from **6414** Loading reports from 2010 to 2015
- The issues were broken down into 3 categories:
- **Unsecured Loads:** The loads were not secured due to OPS handling, procedures not followed, or faulty equipment.
- **Load Sheet:** Errors in the load sheet for departure due to load sheet preparation procedures not being followed.
- **Weight / Balance:** Undesired change in weight / balance due to documentation errors.



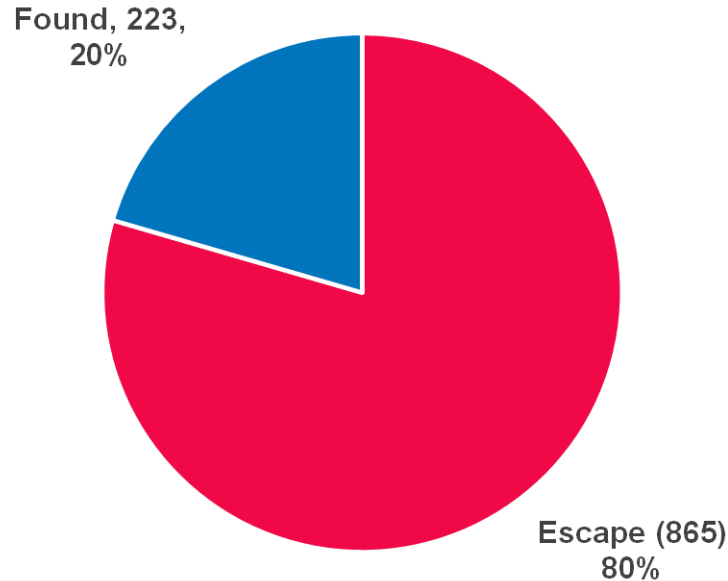
# What's moving?



## Broken down further...



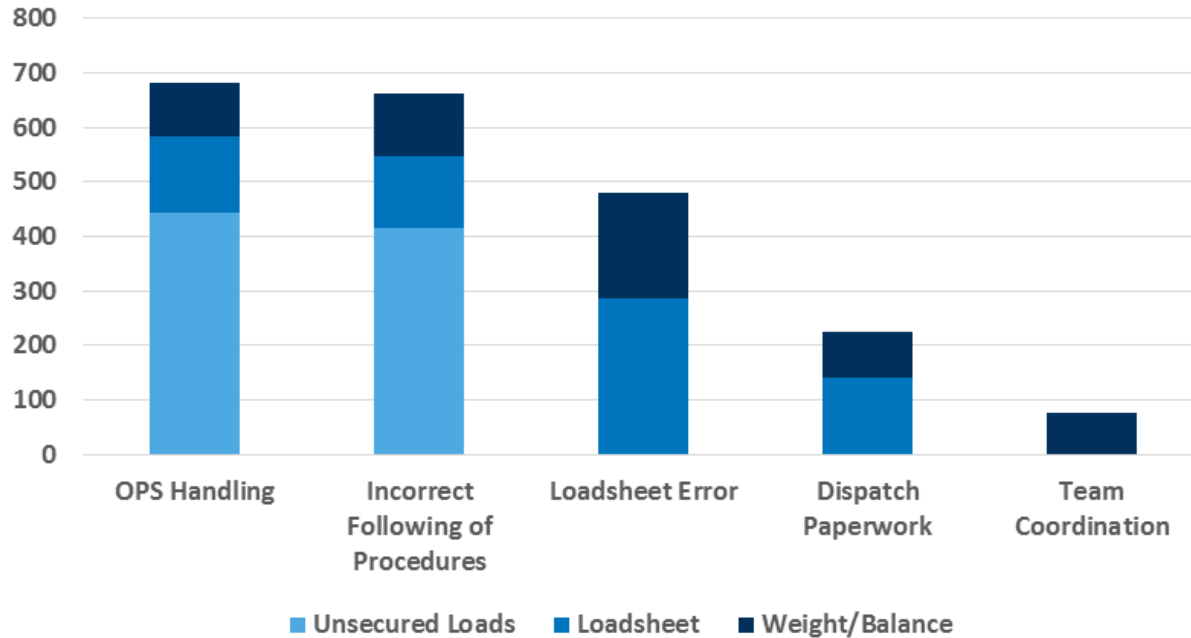
## When are the issues being identified?



- Found: Errors identified and rectified before the aircraft is pushed back.
- Escapes: Errors that are found after pushback, mainly on arrival by unloading staff.



## Why...



## Takeaways...

- The analysis indicates that there are issues in the current aircraft loading systems.
- These issues are occurring in both the loading of the aircraft, and in the preparation of the dispatch documents.
- Whilst there are some counter-measures in place to protect against failings, they are being shown to be inadequate given the number of escapes.
- This fact is highlighted in the level of unsecured loads and load shifts events occurring.
- While the analysis can determine why the event occurred and what counter measures were present, it does not allow for the identification of the underlying issues and reasons to be determined.

# IATA ULD Safety Campaign Update



Date: 15 March 2016

## Pressroom

[Press Releases](#)[Facts & Figures](#)[Speeches](#)[Videos](#)[Opinion Pieces](#)[Press Enquiries](#)

# Remarks of Tony Tyler at the IATA World Cargo Symposium, Berlin



## Safety is the top priority

The most pressing safety issue facing the industry is that of lithium batteries. The industry has worked long and hard to ensure that lithium batteries can be carried safely. The vast majority of lithium battery shipments are packaged, documented and tendered in full compliance with appropriate aviation regulations. But with 400 million lithium batteries being produced each week, ICAO has had to acknowledge the risks of improperly manufactured batteries, not packed in compliance with the dangerous goods regulations (DGR) and IATA Lithium Battery Shipping Guidelines. It has concluded that the best course of action is a temporary ban on lithium battery shipments in the bellies of passenger aircraft.

Let us be clear. This decision is not a reflection on the thoroughness of the DGR or the industry's commitment to safety. The issue lies with the lack of enforcement of the regulations by governments. Banning lithium batteries from air freight does not solve the issue of counterfeit or non-declared goods. So it is essential that governments redouble their efforts to enforce the regulations and close the loopholes that prevent prosecutions of serial offenders. Meanwhile, the industry will continue its research into new methods of fire suppression, and new ways to pack and transport batteries, to be absolutely certain they are safe. If this twin-track approach is followed, I am confident that the ban will eventually be lifted by ICAO.

The industry's commitment to safety is also captured by our increased focus on the use of ULDs. This has come under heightened scrutiny since the publishing of the 2013 National Airlines Bagram accident report. ULDs are aircraft components and all industry stakeholders need to recognize this fact and treat these units with the appropriate level of care and expertise. To assist the industry with awareness, we are launching a new campaign to improve safety and quality so that our people on the ramp or in the warehouse are safer, and the \$330 million annual bill for ULD-related damage can be reduced. We have some striking visuals for this campaign which you can see at the IATA booth, and hear about in detail at the ULD Track tomorrow.





Can't view this in your region? Check out the [video on youku!](#)

We believe this campaign can initiate and support an industry-wide safety enhancement, as well as a reduction of an estimated \$475 million in industry costs and more secure transportation of ULDs throughout the supply chain.





# ULD, it's not just a box... It's a ULD Safety Campaign

## Overview

- ULD Facts
- The Campaign
- You Are the Champions

# The 5 Key Messages

1. ULDs are aircraft parts and are **CRITICAL** to flight safety
2. Correct ULD handling ensures safety
3. Safety is everybody's responsibility
4. Correct ULD handling reduces costs & improves efficiency
5. IATA ULD Regulations facilitate industry compliance



## Your resources for ULD Safety campaigning

You can [download our full package of artwork here](#) (pdf); these posters includes the key messages for ULD operational staff and senior management.

These resources are free to be shared. Be a ULD champion and campaign ambassador by sharing our campaign materials through your chosen communication channels to help raise awareness on the safety of ULDs. These materials are perfectly adapted for printed posters, your website, social media, presentations, training materials, and your other publications.

For customized visuals (i.e. including your company logo or translated into your local language) please [contact us](#).





ANALYSIS

25 April 2016 | Global | Cargo

# Careful use of ULDs can produce profitable benefits



Education is key to unlocking the savings through good handling.

At an annual industry cost of more than \$300 million for unit load device (ULD) repairs, mishandling is one of the compelling reasons for better ground operations to increase efficiency and improve safety.



## International Air Transport Association (IATA)

@iata.org

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Photos



### ULD Awareness Campaign

ONLINEQUIZCREATOR.COM | BY INSYDE WEBDESIGN

 Like  Comment  Share

Elisabeth Victoria Larsson, Manzar Saroya, Laura Holden and 96 others like this.

Top Comments ▾

38 shares



We just launched our new ULD safety campaign at #IATAWCS. Download and share the material at [iata.org/uld](http://iata.org/uld)



RETWEETS 14 LIKES 13



IATA @IATA · Aug 3

Quiz time: Do you know what #ULD stands for? Find out how well you know it: [ht.ly/HHLk302ShmW](http://ht.ly/HHLk302ShmW)

Retweet 15 Like 18



Players	663
Times played	2956
Total playing time	154690
Amount of unique playing sessions	794
Average time of a playing session	194.824
Average time of a game	52.331

And top scorers:

570658	1	Venkat.V	30318
574165	2	Rohit Karkera	30261
574288	3	Lloyd Canday	30123
569343	4	Philip Siallenga	30087
567893	5	Alexander Shchelychkov	30022
572772	6	Utpal Konwar	29985
568707	7	jerickson david	29904
568570	8	NESTOR LOPES	29837
572750	9	Mushadiq Ahamed	29832
557816	10	David Dubois	29803



# Senior Management Commitment

- ❑ Tony Tyler's speech at WCS
- ❑ 2016 IATA Annual Review
- ❑ CEO Brief
- ❑ Board of Governors Information Paper
- ❑ Director General Briefing Book to assist in the transition from Tony Tyler to Alexandre de Juniac
- ❑ Cargo Committee discussion and support
- ❑ Global Head of Cargo involvement



# AIR INDIA ULD Safety Awareness Week







A STAR ALLIANCE MEMBER

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## ULD Care Annual Conference

29<sup>th</sup> Aug - 1<sup>st</sup> Sep 2106



**S.S. Uberoi**  
**Executive Director**  
**Ground Handling**  
**Air India**

# Air India: An overview



- Air India is the National Flag Carrier of India, wholly owned by Government of India.
- Founded in 1932 as TATA Airlines.

## Aircraft fleet

- Total 121 Aircraft in operations (41 WB + 66 NB + 14 Regional)
- WB Fleet consists of B-777 (LR & ER), B-747-400, B-787-800
- Large induction plan for more aircraft to connect more stations and increase frequency.



## Network

61 Domestic and 48 International Stations in 25 countries.



# Air India: An overview



## Operations

- 510 daily departures
- 18 million pax annually
- Pax revenue USD 24 billion
- Cargo revenue USD 184 million
- Star Alliance member since 2014



STAR ALLIANCE

## ➤ Non-Stop Flight Operations from India to USA

- ✓ **DEL – JFK – DEL** 7 days/week
- ✓ **DEL – ORD –DEL** 7 days/week
- ✓ **BOM – EWR- BOM** 7 days/week
- ✓ **AMD – LHR - EWR** & back 3 days/week since 15<sup>th</sup> Aug 2016
- ✓ **DEL – SFO – DEL** 3 days/week

(will be 7 days/week from winter 2016)



# ULD fleet & management



## Air India presently owns

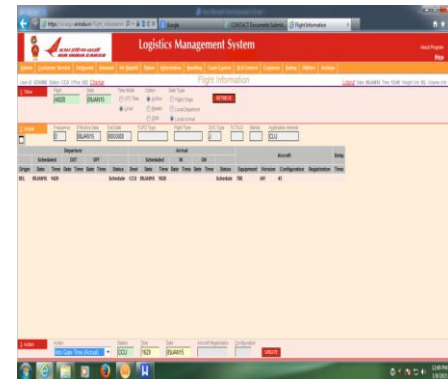
- 2300 Containers of AKE type
- 1250 Pallets of PAG type
- 130 Pallets of PMC type

## AKEs on order

- 200 more join in a month.
- 1100 more in pipeline.

## ULD management

- In house tracking, positioning, repairing and procuring.
- Dedicated ULD Control Cell manned by technical and commercial staff.
- Logistic Management System (Tool)



# Challenges in ULD Operations



- ULD, although an aircraft part, is not given its due care and is generally neglected like any other “goods holding box”.
- Ground Handling Department of Air India took overall charge of ULD management and identified some serious challenges.....
  - Damaged ULDs in the pool jeopardizing flight safety and creating loading issues.
  - Unmatched inventory and float at stations leading to flight delays, MHB and revenue loss.
  - Untraceable and false ULDs in the system.
  - Imperfect ULD maintenance & procurement.
  - ULD workshops not available at major base leading to transport logistics of damaged & repaired ULDs



# Challenges in ULD Operations



Root Causes found after extensive study-

- Lack of ULD safety awareness at the ground level.
- Consequences of damaging and using a damaged ULD, less known.
- Missing unified standard to define levels of acceptable damage.
- Training for safe ULD handling, storage and maintenance.



## Initiatives by Air India on ULD safety and management



- A full scale drive to eradicate the negligence and apathy towards ULD usage started in Dec 2015.
- Steps taken thereafter-
  - Finding root causes behind unsafe ULD on board.
  - Rigid inspection and repairs of containers.
  - Revised SOPs on ULD operations.
  - Communicating directives from Corporate Office.
  - Appointing nodal officers for ULD. Setting up of a fully functional ULD Control Cell.
  - Taking serious action against defaulters ULD safety being “zero tolerance activity”.
- ULD Safety posters and initiation of a world-wide **ULD SAFETY AWARENESS CAMPAIGN** on AIR INDIA network.
- ULD Safety Awareness Week, 4<sup>th</sup> May – 10<sup>th</sup> May, 2016 covering 1000+ AI and GHA’s officials on our network.



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## ULD SAFETY AWARENESS CAMPAIGN





# Challenges during the campaign



- Simultaneous reach to 35 Wide Body stations world-wide, repair-shops and shippers
- Engagement with Ramp, Cargo, Flight Safety, Airport Operator, Maintenance and Commercial staff under one roof for common goal.
- Convincing Airport Operator to display our ULD Safety Posters in operational areas.
- Communication to down the line staff in regional and easy language.
- Getting IATA ULD Safety Posters (in English and Hindi language) printed and positioned in large quantity in a short period of 7 days and arranging resourceful venues and instructors.

# Involvement of Senior Management



- Periodic reviews and directives by Chairman & Managing Director, Air India regarding ULD safety and management
- The Campaign was pivoted by most senior management of GH department
- The GMs and Sr. VP of GHAs in India were made active part of the campaign.



- GMs and Safety Instructors of Airport Operators and AI Flight Safety engaged in educating and supporting the drive.
- Senior procurement officers expedited availability of logistics and ensured fast-track printing and placement of ULD safety posters and ULD stationery.

# The Inaugural Meet - DEL



# Sessions at BOM





ULD, it's not just a box...  
**It needs your care  
and attention**



You can put the safety of  
passengers, crew and  
aircraft at risk



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यूलडी, मात्र एक बॉक्स नहीं है...  
**इसे आपकी सावधानीपूर्वक  
देखभाल की आवश्यकता है**



यात्रियों, कर्कू और विमान की सुरक्षा  
को आप जोखिम में  
डाल सकते हैं।

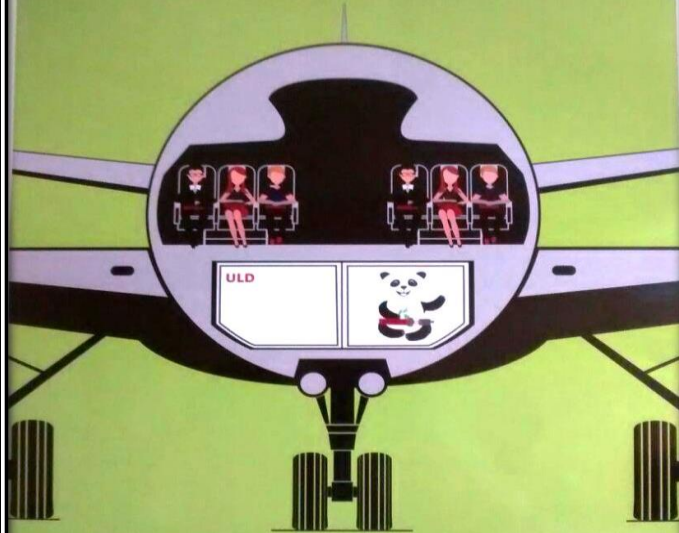


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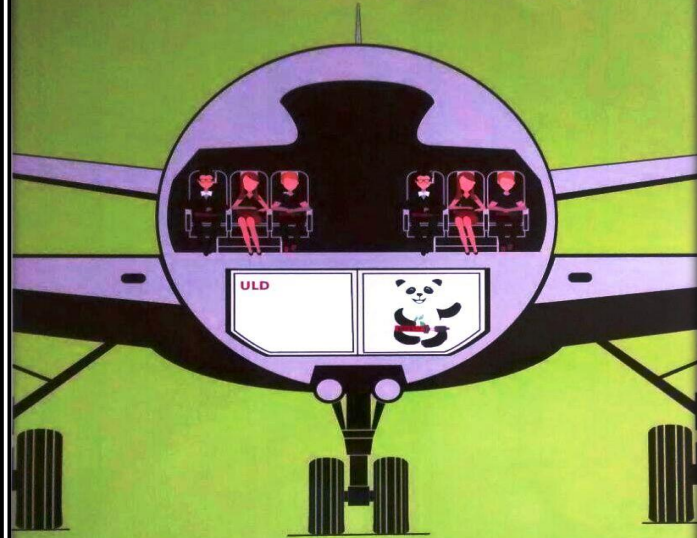
ULD, It's not just a box...  
It needs your care  
and attention



It's a seatbelt for the content



यूलडी, मात्र एक बॉक्स नहीं है...  
इसे आपकी सावधानीपूर्वक  
देखभाल की आवश्यकता है



सामान के लिए यह एक सीट बेल्ट जैसा है





## ULD Safety Campaign

ULD, it's not just a box...

It's YOUR responsibility

- Handle the ULD with care, it's an aircraft part
- Protect the lives of passenger, crew and aircraft by loading airworthy ULDs
- Inspect ULDs prior to use and at every transfer
- Ensure your employees and service providers are properly trained
- Remember correct ULD buildup is aircraft pre-loading and contributes to flight safety

- Don't damage ULDs
- Don't put the safety of passengers, crew and aircraft at risk
- Don't forget to inspect ULD for damage
- Don't handle ULDs if you are not properly trained
- Don't ignore the aircraft load limitations in ULD buildup



## यूएलडी सुरक्षा अभियान

यूएलडी मात्र एक बॉक्स नहीं है...

यह आपकी भी जिम्मेदारी है

- यूएलडी को सावधानीपूर्वक हैंडल करें, यह विमान का एक हिस्सा है
- उड़ान के लिए उपयुक्त यूएलडी लोड करके यात्री, कर्कू और विमान की सुरक्षा सुनिश्चित करें
- यूएलडी का उपयोग करने तथा इसके प्रत्येक ट्रांसफर से पूर्व इसकी जांच कर लें
- सुनिश्चित करें कि आपके कर्मचारी तथा सर्विस प्रोवाइडर सही तरह से प्रशिक्षित हों
- याद रखें कि उड़ान की सुरक्षा के लिए जरूरी है कि उड़ान की प्री-लोडिंग से पहले यूएलडी ठीक से बना (बिल्डअप) हो

- यूएलडी को क्षति न पहुंचाएं
- यात्रियों, कर्कू तथा विमान की सुरक्षा को जोखिम में न डालें
- नुकसान से बचने के लिए यूएलडी की जांच करना न भूलें
- यदि आप सही तरह से प्रशिक्षित नहीं हैं, तो यूएलडी को हैंडल न करें
- यूएलडी बिल्डअप में विमान लोड लिमिटेशन की अनदेखी न करें





यूलडी, मात्र एक बाँक्स नहीं है...  
यह आपके विमान को  
क्षति पहुँचा सकता है



वो मैं नहीं था...  
मुझे गलत तरीके से  
हैंडल किया गया था



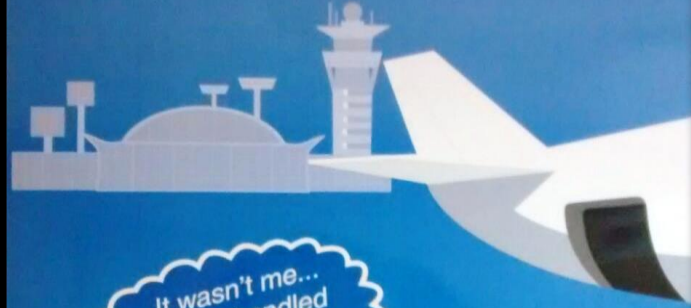
सभी ग्राउंड ऑपरेशन उपकरणों  
में यूएलडी की गलत हैंडलिंग विमान  
की क्षति का पहला कारण है



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ULD, It's not just a box...  
It can damage  
your aircraft



It wasn't me...  
I was handled  
incorrectly



ULD, is the No. 1 cause of  
aircraft damage among all  
ground operations equipment



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ULD, it's not just a box...  
**Correct handling  
will save you  
millions**

ULD repairs cost the industry

**\$330 million / annum**

80%

ULD repair costs could  
be avoided if handled  
correctly



यूलडी, मात्र एक बॉक्स नहीं है...  
**सही हैंडलिंग मतलब  
लाखों की बचत**

यूलडी मरम्मत पर उद्योग की लागत

**\$330 मिलियन वार्षिक है।**

80%

सही हैंडलिंग से यूएलडी  
मरम्मत लागत की बचत  
की जा सकती है।





ULD, it's not just a box...  
**It delivers your  
promise**



.....  
**Incorrect ULD handling damages  
your profit and reputation**



A STAR ALLIANCE MEMBER



यूलडी, मात्र एक बॉक्स नहीं है...  
**यह आपके वादे  
को निभाता है**



.....  
**गलत यूएलडी हैंडलिंग से आपके लाभ और  
छवि दोनों को नुकसान होता है**



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← Training at  
Baggage Area

Airport Operator  
Officer →





*Grass Root*  
**Workshop and Storage Area**

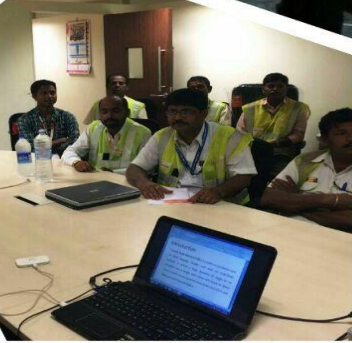




## **Cargo Sections BOM & DEL**



**Campaign at ATQ**





## ULD Safety Awareness Week-Closing Meet





# Effects of campaign



- Wide spread awareness >>>>> Importance of ULDs
- Steep FALL in ULD related findings in Regulatory Inspections (DGCA, EASA etc)
- Improved float maintenance
- Regular & proper checks of ULD by GHAs
- Improved standards of operations, maintenance and procurement
- Improved Baggage & Cargo movement



# Future Plans



- Repeat Safety Campaigns at periodic intervals
- Establish a full-fledge ULD operations training program for GHAs
- Timely scrap and replenishment of ULDs
- Increase in Certified ULD airworthiness Inspectors
- Incorporate ULD safety in SMS
- Active participation in International ULD conferences, workshops and IATA ULD Board



## Support required from IATA & ULD community

- Information on the latest developments and practices vis-a-vis ULD
- Common International Standards for acceptable damage limits
- Common repair facilities spread over the stations.

# Thank you



# IATA ULD Training





# Cargo Training

Product Manager: Yaniv Sorany



# New Developments

- ↗ New Products
  - ↗ ULD Training Validation Program
- ↗ Under Development
  - ↗ ULD Train-the-Trainer
- ↗ Under Consideration
  - ↗ Cargo Ground Handling Management





# ULD Training Validation Program

5 days / 40 hours

Launch: November, 2015

The Training Validation Program provides organizations with the opportunity to validate their training program to comply with IATA ULD Regulations, standards and guidelines.

## Target audience

- Carriers (operators)
- Ground Handling Agents
- Freight Forwarders
- Training schools
- Any other organization involved in ULD

## Methodology and key phases

- Onsite assessment against checklist to check the organization learning management system (LMS), process, training content and instructors qualification
- Establish findings, gaps and recommendation for revisions
- Review progress made against recommendation
- certificate of validation after successfully completion of the validation
- Re-validation after one year





# ULD Train the Trainer

5 days / 40 hours

Launch: October, 2016

Ensure that you are up-to-date with the latest standards, guidelines and best practices with this hands-on course, which focuses on both training and ULD operations and management.

## Target audience

- Full time company trainers
- People involved in the planning and development of course curricula
- Senior warehouse staff who exercise coaching and have internal training duties
- Training department managers who seek specific knowledge

## Key modules and topics

- ULD Safety and Security
- ULDs and Aircraft
- ULD build-up rules
- Planning a ULD course (concept)
- Conducting a ULD course
- Communication within the warehouse
- Human Factors (why mistakes happen)
- Group work on course planning
- Presentation of group work

<http://www.iata.org/training/courses/Pages/uld-train-trainers-tcgp44.aspx>



# Cargo Facility Management

5 days / 40 hours

Launch: under consideration

The project will develop a new training program to focus on cargo handling facility management

## Target audience

- Airline and GSP Managers, auditors and self-inspectors
- Cargo ground handling managers and supervisors
- Cargo warehouse managers and supervisors

## Key modules and topics

The training participants will be train on quality and risk management , processes, procedures and all aspects of cargo facility management. The participants will utilize their experience as well as the knowledge they acquire during the theoretical part of the course, to self-assess and verify the current capabilities of their facilities against a checklist.

# Thank you

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[twitter.com/iata](http://twitter.com/iata)

# Panel Discussion

1+1>2. A year on from the signing of the IATA-ULD CARE MOU what are the best strategies for these two organizations to achieve a solid base for safe and efficient ULD Operations and Handling. Do we know how well we are doing now and what are our targets for the future?

Moderator: Ulf Hartmann

Panelists: Glyn Hughes, S.S. Uberoi, Urs Wiesendanger, Frits Roukens, Nicolas Carlone, Liao Zhi Yong





**Ready for take-off!**